

NODE101 TECHNOLOGY INC

STANDARD RPC SERVICE LEVEL COMMITMENTS (SLA)

1. PURPOSE AND SCOPE

1.1. These Service Level Commitments ("SLA") regulate the standard service levels, availability commitment, maintenance terms, and service credits to be applied in the event of a service level breach regarding the RPC (Remote Procedure Call) services (the "Service") provided by Node101 Teknoloji Anonim Şirketi ("Node101").

1.2. This SLA applies unless a different service level is specified on the Site or during the order process for the Service package purchased by the User.

1.3. This SLA applies together with the Node101 RPC Services Terms of Use and, to the extent applicable, the Distance Sales Agreement.

2. DEFINITIONS

Within the scope of this SLA:

"Availability (Uptime)" means the period during which the Service is available to the User within the relevant measurement period;

"Downtime" means the period caused by the RPC infrastructure under Node101's control during which the Service cannot be used by the User;

"Planned Maintenance" means service interruptions arising from maintenance, update, or infrastructure work planned in advance by Node101;

"Excluded Outage" means outages that are not included in the Availability calculation under Article 4;

"Service Credit" means the credit defined to be offset against the User's future period Service fee if Node101 fails to meet the Availability Commitment.

3. AVAILABILITY COMMITMENT

3.1. Node101 aims and undertakes to provide 99.00% Availability for the Service in each calendar quarter.

3.2. Availability is calculated as follows:

Availability (%) = [(Total Measurement Period - Downtime Period) / Total Measurement Period] x 100

Excluded Outages are not included in the Downtime Period calculation.



3.3. The actual total duration of the relevant calendar quarter is taken as the basis for the Availability calculation. No fixed maximum downtime period applies.

3.4. If a higher or different Availability level is specified in the package purchased by the User, the service level specified for the relevant package applies.

4. EXCLUDED OUTAGES

Outages arising from the following circumstances are not considered Downtime in the Availability calculation:

- a) Planned Maintenance;
- b) emergency security interventions, critical security vulnerabilities, or mandatory work required to protect the integrity of the Service;
- c) outage, slowdown, fork, reorganization, protocol change, consensus problem, or other network events occurring on the supported blockchain network and outside Node101's control;
- d) issues arising from the User's systems, software, hardware, internet connection, integration, configuration, or API use;
- e) outages arising from third-party internet, telecommunications, data center, cloud, infrastructure, or other service providers and outside Node101's reasonable control;
- f) the User exceeding usage, traffic, or rate limits relating to the purchased package;
- g) limitation or suspension of the Service due to the User's activity in violation of the Terms of Use;
- h) cyberattacks or similar malicious third-party interventions occurring outside Node101's control; and
- i) force majeure events.

5. PLANNED MAINTENANCE

5.1. Node101 may carry out Planned Maintenance for the purpose of ensuring the security, performance, continuity, or improvement of the Service.

5.2. The User is notified at least forty-eight (48) hours in advance of Planned Maintenance that may materially affect the Service, where reasonably possible.

5.3. The prior notification obligation does not apply to emergency security interventions or events outside Node101's reasonable control.

5.4. Node101 takes the necessary measures to reasonably reduce the impact of Planned Maintenance on the Service.



6. SUPPORT AND CRITICAL INCIDENTS

6.1. The User may submit technical support requests regarding the Service through the support channels specified by Node101.

6.2. The Service becoming completely unavailable or the essential functions of the Service becoming unusable by the User is considered a Critical Incident.

6.3. Node101 evaluates Critical Incident notifications with priority and begins intervention as soon as reasonably possible, taking into account the nature of the issue and technical conditions.

6.4. If a specific support or response time has been committed in the package purchased by the User, the relevant package terms apply.

7. SERVICE CREDIT

7.1. If Node101 fails to meet the applicable Availability Commitment under Article 3 in the relevant calendar quarter, the User may request a Service Credit equal to 10% of the Service fee paid for the relevant quarter.

7.2. The Service Credit is not paid in cash and is offset against fees that will arise in the User's following Service period.

7.3. The User must submit the Service Credit request in writing to sales@node101.io within thirty (30) days from the end of the calendar quarter in which the relevant service level breach occurred.

7.4. The request should specify, to the extent possible, the relevant Service, the date and time of the outage, and information supporting the User's request.

7.5. Node101 evaluates the request through its own system records and technical measurements. If the SLA breach is verified, the Service Credit is assigned to the User's account.

7.6. More than one Service Credit is not applied for the same incident.

7.7. The Service Credit is the contractual remedy mechanism provided under the SLA for the relevant service level breach. The User's rights under applicable mandatory legislation that cannot be limited or waived by contract are reserved.

8. USER'S BUSINESS CONTINUITY RESPONSIBILITY

8.1. The User is responsible for taking redundancy, failover, monitoring, and business continuity measures appropriate to the importance and risk level of the Service for the User's own activities.

8.2. Particularly in critical or production-level uses, the User is advised to create a system architecture that does not create dependency on a single RPC service provider.



8.3. The User's failure to take adequate redundancy or business continuity measures does not expand the Availability Commitment expressly undertaken by Node101 under this SLA.

9. GENERAL PROVISIONS

9.1. This SLA regulates Node101's standard service level commitments regarding the Service and does not constitute a commitment that Node101 will continue to use any specific infrastructure, software, monitoring tool, data center, cloud provider, or technical architecture.

9.2. Node101 may make changes to the technical infrastructure and methods it uses in order to ensure the security, performance, or adaptation of the Service to technological developments; however, such changes do not reduce the applicable Availability Commitment relating to the Service purchased by the User and in effect.

9.3. If there is a conflict regarding service levels between this SLA and the Terms of Use or Distance Sales Agreement, the provisions of this SLA apply with respect to service levels.

9.4. Node101 may determine different SLA levels for Service packages offered in the future. Acquired service levels relating to existing subscriptions are preserved, without prejudice to the contract and legislation provisions in effect.

Effective Date: 17.08.2026

